

## Audit and Assurance Committee

Date of Meeting	19 November 2024
Subject	Counter Fraud Report – Quarter 2 2024-25
Agenda No.	5
Paper No.	29.4a
Prepared By	Counter Fraud
Purpose	Monitor

## Background

- 2.1 The attached report details counter fraud activities undertaken by Social Security Scotland's Counter Fraud Branch throughout Quarter 2 of 2024-25.

## Key Points

2.1 Significant preparatory work has been undertaken across Counter Fraud Branch prior to the deployment of the new Fraud Intelligence & Case Management system. This has impacted on the volume and pace of counter fraud investigations being progressed due to system availability. The deployment date was delayed however the intelligence function was live at the end of Quarter 2

2.2 [redacted]

2.3 As previously reported, the volume of fraud referrals continues to rise, on a month to month basis, majority of these refers to Adult Disability Payment and emanate from members of the public.

## Conclusion/ Recommendation

- 3.1 The Committee is asked to review and comment on progress made during Quarter 2 of 2024-25.

## Part 1: Counter Fraud Performance

### Key Highlights

- Fraud Intelligence & Case Management System was deployed in the last week of Quarter 2, this replaces the previous system and should provide a more efficient end to end process for managing the counter fraud service.

[redacted]

- Receipt of fraud allegations continues to increase, with a 20% increase in intelligence received in comparison with Quarter 2 of 2023-24.

[redacted]

- Monetary Value of Fraud & Error team completed the sampling and reviewing of Best Start Foods, with finalised review data handed over to Analysis and Insights Team for preparatory work to include findings in the next Annual reporting publication, to be published early November 2024.

### Performance Summary

#### Intelligence Management & Development

##### Inbound Intelligence

During Quarter 2 of 2024, significant preparatory work was undertaken in advance of the deployment of the new Fraud Intelligence & Case Management System [redacted]  
[redacted]

##### Proactive Intelligence

[redacted]

#### Fraud & Error Risk Analysis and Control

[redacted]

#### Fraud Referrals from Colleagues – Improvements & Engagement

A new approach is being piloted to enhance engagement with colleagues across the Agency which has increased interactions across all areas, resulting in **93 Queries** and **28 Fraud Referral feedback** have been actioned.

**[redacted]**

### **Monetary Value of Fraud & Error**

Through Quarter 2 the Best Start Foods Sample reviews were completed with finalised review data handed over to Analysis and Insights Team for preparatory work to include findings in the next Annual reporting publication, to be published early November 2024. Fieldwork Officers undertook training and consolidation in preparation to commencing Scottish Child Payment Sample Review in Quarter 3.

### **External Investigations (Traditional Benefit Fraud)**

**[redacted]**